



COUNTY OF SAN DIEGO
Great Government Through the General Management System – Quality, Timeliness, Value
DEPARTMENT OF HUMAN RESOURCES

CLASS SPECIFICATION

CLASSIFIED

CHIEF, MENTAL HEALTH CLINICAL SERVICES

Class No. 004114

■ CLASSIFICATION PURPOSE

To plan, direct, and implement mental health services provided by designated clinics throughout the county; and to perform related work as required.

■ DISTINGUISHING CHARACTERISTICS

This class is distinguished as being the highest level in the classified management service found in the Mental Health Services Division of the Health and Human Services Agency. Incumbents in this class are responsible for managing: (1) specific mental health programs, such as Lanterman-Petris-Short (LPS) Act Conservatorship and case management programs; (2) regional outpatient mental health clinics; or (3) other applicable mental health programs and services.

■ FUNCTIONS

The examples of essential functions listed in the class specification(s) are representative but not necessarily exhaustive or descriptive of any one position in the class(es). Management is not precluded from assigning other related functions not listed herein if such duties are a logical assignment for the position.

Essential Functions:

Conservatorship/Case Management

1. Plans, directs, coordinates, monitors, and evaluates conservatorship and case management programs, activities, and services provided by the county and contracted agencies.
2. Supervises, trains, and evaluates the work of assigned staff including first line supervisors, health care professionals and clinicians, professional administrative personnel, and secretarial/support personnel.
3. Facilitates inter-agency partnerships between County Mental Health Services and outside federal, state, and local public and private agencies, such as Medi-Cal, Social Security, Housing, Legal Aid, and Vocational Rehabilitation, in order to enhance communication efforts, strengthen cooperation, and resolve systemic problems.
4. Monitors, analyzes and evaluates the effectiveness of existing programs, services, and activities performed by staff of the LPS Conservatorship and Case Management Sections to determine if any changes are warranted.
5. Conducts needs analysis to determine if new LPS conservatorship and case management programs should be developed and implemented; designs and administers such programs in accordance with federal, state, and local laws, codes, ordinances, rules, regulations, and County of San Diego Mental Health directives.
6. Develops systematic approaches for activities performed by the LPS Conservatorship and Case Management Sections to ensure conformance and adherence with HHSA goals, objectives, policies, and procedures.
7. Attends meetings with County staff, health care professionals, community leaders, and representatives of outside agencies in order to develop plans and programs, integrate services, and exchange information.
8. Makes presentations in front of small to large groups such as boards and committees, County executive staff, governmental agencies, and members of the public or communities.
9. Provides information and reports to members of the HHSA Executive Team.
10. Develops and implements policy and procedures pertaining to LPS Conservatorship and case management programs, for review and approval by the Mental Health Hospital Administrator.

Outpatient Clinic Management

1. Plans, directs, coordinates, monitors, and evaluates the activities and operations of regional outpatient clinics and services provided by the county and contracted agencies.

2. Supervises, trains, and evaluates the work of assigned staff including first line supervisors, health care professionals and clinicians, professional administrative personnel, technicians, and secretarial/support personnel.
3. Oversees the budget for regional clinics by reviewing use of clinic services to determine if revenues are balancing with expenditures; determines if revenue shortfalls and other budgetary problems occur and implements appropriate actions to resolved problems.
4. Develops, implements, and monitors strategic plans for regional clinics, such as adding and expanding services as revenue becomes available; coordinates and integrates mental health services with other county s services and community resources.
5. Monitors, analyzes and evaluates the effectiveness of existing programs, services, and activities performed by staff of the regional mental health clinics to determine if any changes are warranted; ensures that optimum levels of customer service are maintained throughout the regional clinics; and ensures that clients transferred between regional clinics are provided with optimum and efficient services by clinic staff.
6. Monitors the licensing status of staff assigned to regional clinics.
7. Provides information and reports to members of the HHSA Executive Team.

Non-Essential Functions:

Conservatorship/Case Management

1. Researches and coordinates new technologies and automation in order to manage data, information, and office processes.
2. May serve as chairperson over committees and task forces.
3. May attend training seminars and conferences to acquire information on laws, ordinances, trends, technology, or other topics pertaining to conservatorship programs, case management programs, and related mental health services.

Outpatient Clinic Management

1. Represents and protects the interests of mental health constituents by attending meetings/conferences and establishing cooperative working relationships among representatives of county departments, law enforcement agencies, mental health providers, and advocacy organizations.
2. May serve as chairperson over committees and task forces; may participate in regional quality management efforts.
3. May attend training seminars and conferences to acquire information on laws, ordinances, trends, technology, or other topics pertaining to clinic programs and related mental health services.

■ KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

- Federal, state, and local laws and regulations regarding the delivery of mental health services, particularly the Lanterman Petris Short (LPS) Act of 1968 and the California Administrative Code, Title 9.
- Clinical, community and preventative mental health theory, modalities, and practices.
- Mental health theory, practices, and programs pertaining to adult clients.
- Mental health program planning, administration and evaluation.
- Community mental health resources and methods used to linking consumers and clients to services.
- Federal, state and local laws pertaining to the delivery of mental health services.
- Cultural competency and skill development.
- Principles, concepts, practices, methods, and techniques of management including leadership, supervision, and training.
- Methods and techniques of budgeting, performance management, and cost/benefit analysis as applied to large public agencies.
- Principles and practices of effective customer service as applied to mental health programs.
- Computer software programs used for word processing, spreadsheets, databases, and other applications.
- The General Management System in principle and in practice.

Skills and Abilities to:

- Effectively develop, implement, integrate, plan, direct, coordinate, and evaluate mental health programs and services including LPS Conservatorship programs, case management programs, and regional outpatient clinical programs.
- Supervise, train, direct, assign, and evaluate the work of personnel consisting of health care professional, administrative, technical, and support personnel.
- Analyze complex problems and identify practical solutions and ramifications of alternatives, using sound judgment and logical reasoning.
- Solicit, promote, and establish effective cooperative working relationships to coordinate program resources and the activities of services provided by the County and outside agencies.
- Communicate effectively verbally and in writing.

- Effectively make presentations to executives and representatives of community groups and outside agencies.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Operate personal computers and other modern office equipment.

■ EDUCATION/EXPERIENCE

Education, training, and/or experience that demonstrate possession of the knowledge, skills and abilities listed above. An example of qualifying education/experience is a master's degree from an accredited college or university in psychology, counseling, social work, sociology, or a closely related field, AND four (4) years of professional experience delivering case management, mental health, or LPS Conservatorship services to clients of the mental health system. Previous experience must have included at least two (2) years providing first-line supervision over professional clinical staff assigned to a mental health program or clinic. Two (2) years of experience as a Mental Health Program Manager for the County of San Diego would be considered qualifying.

■ ESSENTIAL PHYSICAL CHARACTERISTICS

The physical characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of the classification(s). Reasonable accommodation may be made to enable an individual with qualified disabilities to perform the essential functions of a job, on a case-by-case basis.

Continuous upward and downward flexion of the neck. Frequent: sitting, repetitive use of hands to operate computers, printers and copiers. Occasional: walking, standing, bending and twisting of neck, bending and twisting of waist, squatting, simple grasping, reaching above and below shoulder level, and lifting and carrying of files weighing up to 10 pounds.

■ SPECIAL NOTES, LICENSES, OR REQUIREMENTS

License

A valid California class C driver's license, which must be maintained throughout employment in this class, is required at time of appointment, or the ability to arrange necessary and timely transportation for field travel. Employees in this class may be required to use their own personal vehicle.

Certification/Registration

Registration or licensure by the State of California as a Licensed Clinical Social Worker (LCSW), Marriage and Family Therapist (MFT), Psychologist or Psychiatrist is required at the time of application.

Working Conditions

Primarily an office environment with frequent travel to locations within and outside the County of San Diego; exposure to computer screens.

Background Investigation

Must have a reputation for honesty and trustworthiness. Misdemeanor and/or felony convictions may be disqualifying depending on type, number, severity, and recency. Prior to appointment, candidates will be subject to a background investigation.

Probationary Period

Incumbents appointed to permanent positions in this classification shall serve a probationary period of 12 months (Civil Service Rule 4.2.5).

Revised: December 4, 2000
 Reviewed: Spring 2003
 Retitled: January 9, 2004